

Amendments to the Specification:

Please amend the paragraph 15, line 3, as follows:

Referring now to Fig. 6, a table illustrating the conversion from real time to business time is now described. The real time is determined relative to a selected calendar. In one embodiment, the scheduler creates a table 340 which indexes a ~~calendar to real time index to an~~ equivalent business time index. The table 340 includes real time entries or indices 350, and business time entries or indices 354 for ~~the appropriate~~ a selected calendar, such as the calendar of Fig. 3. In the example illustrated in Fig. 6, the ~~calendar~~ table 340 for the business time entries 354 includes a first non-business time period 358, and a second non-business time period 362. The first and second non-business time periods 358, 362, are each three real time units in duration. The units may be any length of time, such as one minute, ten minutes, or 30 minutes, for example. It will be understood that the table illustrated in Fig. 6 is an illustration for discussion purposes only, and that any calendar may be indexed with real time using such a table.

In order to determine the real time at which a certain calendar event ~~event~~ will occur, an index is, as discussed below, derived from the real time value. ~~The~~ the appropriate position of the index is located and the respective business time index determined. A time interval can be determined (see step 412) by adding, to the business time index, a service commitment time.

A table similar to that shown in Fig. 6 can be used to convert from a business time ~~entries~~ entry or index 354 is located, and then to a corresponding real time entry or index 350 is ~~obtained.~~ Appropriate conversions of the real time entry 350 can be performed to return the real time entry 350 to calendar time.

For example, if the units in the table 340 correspond to 30 minute time intervals, and a work item is to be completed in five business hours, the corresponding entry in the business time entries 354 would be 10. The corresponding entry in the real time entries 350 would be 14, which accounts for the first and second non-business time periods 358, 362. The work item is entered onto the appropriate delta queue which is associated with the calendar, and all of the algorithms in the resource allocation system continue to operate on the delta queue with no additional modification required.

Please amend the paragraph beginning at page 16, line 1, as follows:

The table 340 illustrated in Fig. 6 is one of many ways to index and map between real time and business time. As will be understood, creating such a table for each calendar in a resource allocation system may require a relatively large amount of system resources, particularly if the time intervals are relatively small and if the calendar covers an extended period of time. In order to more efficiently use system resources, in one embodiment, the resource allocation system uses an algorithm to convert from real time to business time, and business time to real time.

The operational steps for performing the algorithm for this embodiment are illustrated in the flow chart diagram of Fig. 7. The real time to business time computation initiates at block 400. At block 404, the scheduler selects the calendar for business time which is to be used in the calculation. The business time calendar, as described above, may be one of many calendars stored within the resource allocation system. Next, at block 408, an real time index is created into a real time to business time table and/or a business time index is created into a business time to real time table, such as the table shown in Fig. 6. In one embodiment, a minimum time interval is selected, which indicates the granularity of the selected calendar(s). For example, one minute time intervals may be selected, resulting in a business time calendar which may have scheduled off-time intervals with one minute granularity. A calendar time is calculated by determining the calendar start time, and subtracting from the selected real time. The index is then determined by taking the modulus of the calendar time by the minimum interval.

After determining the index, a time interval may be computed, according to block 412. In one configuration, the time interval is computed as discussed above with reference to Fig. 6. In another configuration, the[[The]] time interval may be computed by determining a business time remainder, which is the calendar time less the business time at the appropriate index in the business time real time table. The business time may then be computed as the sum of the business time index and the business time remainder.

As mentioned above, the conversion from business time to real time is necessary for the user interface. The resource management algorithms operate using the delta queues, and the scheduler accounts for the non-business-time by inserting the appropriate off-time at the head of the delta queue for a particular calendar. If a business time to real time conversion is desired, a binary search of the business time to real time table 340 may be performed to determine the real time associated with a particular business time. In the case that the real time corresponds to a

non-business time, a range may be given, indicating the beginning or end of the non-business time period, or the beginning or end of the non-business time may be selected for display.